



**NEW ORLEANS CITY COUNCIL  
COVID-19 EMERGENCY  
PERMITTING AND LAND-USE PUBLIC GUIDELINES**

The COVID-19 emergency has affected many of the City's zoning and permitting procedures.

Here is what you need to know during the emergency:

**Land-Use Deadlines:** The deadlines for the Council and land-use agencies (BZA, CPC, HDLC, NCDAC and VCC) to act on applications have all been suspended as of March 11 – the date of the Mayor's Emergency Declaration. While the Emergency Declaration remains in effect, these bodies are not required to act on zoning/land-use applications within the ordinary legal timeframes. All pending applications and zoning dockets will be considered once the Council and these agencies resume their land-use dockets. Currently, all land use agencies plan on holding virtual meetings via Zoom on the regular previously scheduled dates beginning next week, April 13th. In the meantime, please contact these agencies or your district Councilmember directly with any questions.

*Please note that land-use agencies continue to operate while the Emergency Declaration remains in effect. They may request information necessary to process applications. Applicants should continue to respond to requests from these agencies and provide all requested information. Please work with each agency to ensure applications are complete.*

**Non Conforming Uses:** Businesses with legally nonconforming zoning uses will not be penalized because of COVID-related closures. The 180-day discontinuation rule for losing a legal non-conforming use (CZO Sec. 25.3.C.2) will be legally suspended, or "tolled," while the emergency declaration remains in effect. Once the emergency is discontinued, the accrual of time will resume.

*For example:* A legally non-conforming bar that had been closed for 100 days on the day of the COVID Emergency Declaration (March 11) could have remained closed for 80 more days without losing its right

to reopen as a bar. It will still have 80 days to resume operations on the day the Emergency Declaration is lifted.

**Neighborhood Participation Program (NPP) Requirements:** The CZO ordinarily requires public neighborhood meetings in connection with certain zoning applications. These in-person meetings will not be required through at least April 30, 2020 to comply with social distancing mandates. In lieu of an in-person meeting, applicants should provide a remote forum to inform the public about the proposed application and receive public input. CPC/BZA staff will still provide applicants with an NPP contact list and additional guidance regarding remote NPPs. Please contact the CPC/BZA staff for more information. Applications will be accepted via email for the duration of the COVID-19 state of emergency at [cpcinfo@nola.gov](mailto:cpcinfo@nola.gov).

**Short-Term Rental Permits:** To ease the impacts of COVID-19 closures on short-term rental operators, the expiration date of all short-term rental licenses and permits expiring between March 20, 2020 and May 20, 2020 has been extended for two months from the expiration date listed on the face of the permit.

*For example:* An STR permit set to expire on March 25, 2020 shall not expire until May 25, 2020.

Applications may be submitted by email to [str@nola.gov](mailto:str@nola.gov), and will be kept on file in the order received until capacity is restored. Questions may also be submitted to [str@nola.gov](mailto:str@nola.gov).

**ABO Permits:** The Mayor's Emergency Declaration extends the expiration of ABO permits from April 1 until May 1. Please contact the Department of Safety and Permits for more information.

**Construction Permits:** Construction is currently being allowed to continue during the emergency declaration. Permitting of construction matters will continue to be required. Questions should be directed to the Department of Safety and Permits. Please follow social distancing guidelines and use PPE to avoid any possible contact and spread of COVID-19.

## HELPFUL CONTACT INFORMATION

All permitting portal will be conducted by phone, email, or online through OneStopApp.

Representatives from the Department of Safety and Permits are available via phone or e-mail to answer general questions:

1. Phone: [504-658-7125](tel:504-658-7125)
2. Safety and Permits E-mail: [permitinfo@nola.gov](mailto:permitinfo@nola.gov)
3. HDLC E-mail: [hdlcstaff@nola.gov](mailto:hdlcstaff@nola.gov)
4. VCC E-mail: [vcc@nola.gov](mailto:vcc@nola.gov)
5. City Planning Commission E-mail: [cpcinfo@nola.gov](mailto:cpcinfo@nola.gov)
6. Funerals: [eventpermits@nola.gov](mailto:eventpermits@nola.gov)

The Department of Safety and Permits is asking all applicants to submit their application and supporting documents via email. If an in-person discussion is required, a staff member will contact the applicant to schedule an appointment for a specific date and time. Applications should be submitted to the following addresses:

1. Building Permit Applications: [permitinfo@nola.gov](mailto:permitinfo@nola.gov)
2. Short Term Rental Applications: [str@nola.gov](mailto:str@nola.gov)
3. Alcohol Permit Applications: [alcoholpermits@nola.gov](mailto:alcoholpermits@nola.gov)
4. Ground Transportation Permit Applications: [gtb@nola.gov](mailto:gtb@nola.gov)
5. Business License Applications: [businesslicenseinfo@nola.gov](mailto:businesslicenseinfo@nola.gov)
6. Trade License Applications: [tradelicenseinfo@nola.gov](mailto:tradelicenseinfo@nola.gov)

Inspections may only be scheduled via e-mail or phone

1. Email: [inspections@nola.gov](mailto:inspections@nola.gov)
2. Building inspections — [504-658-7130](tel:504-658-7130)
3. Electrical inspections — [504-658-7145](tel:504-658-7145)
4. Mechanical inspections — [504-658-7153](tel:504-658-7153)